



APS Healthcare, Inc. – West Virginia
APS CareConnection®
for Socially Necessary Services

**Web Application
User's Manual**

January 2008 Version 2.0

<https://careconnectionwv.apshealthcare.com>

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*See the APS Response File Manual for specific information about where to find response files on the APS CareConnection® for Socially Necessary Services web application.

I. Overview/Technical Requirements

Overview

The APS CareConnection® for Socially Necessary Services Web Application will allow users to submit APS CareConnection® Requests for Service/Prior Authorizations. In addition, the application will allow a user to retrieve the response files generated by APS processes.

Technical Requirements

1. You must have a computer with Internet access. The registration program supports only Internet Explorer (IE) 5.0 and higher. If you wish to print any forms out, you must also be connected to a printer.
2. If you are experiencing difficulties logging on or using the program, please do the following:
 - Check to confirm that your browser's security settings are set to 128-bit encryption. This can be done in your Microsoft Internet Explorer session by clicking "Help" and then click "About Internet Explorer." The resulting display will specify the "Version" of Internet Explorer you are running, along with the encryption specification in terms of "Cipher Strength".
 - Upgrade your browser to Internet Explorer 5.0 or higher
 - ✓ Warning: you must have Windows 98 or higher.
 - ✓ To download a free upgrade of IE visit
<http://www.microsoft.com/windows/ie/downloads/ie6/default.asp>
 - Reset your Internet security to Medium
 - ✓ Right Click on your IE icon
 - ✓ Choose "Properties"
 - ✓ Select the "Securities" tab
 - ✓ Click "Default" level.

This application follows Health Care Financing Administration (HCFA) security regulations and will comply with Health Insurance Portability and Accountability Act (HIPAA) regulations. Consequently, there are multiple levels of security. For more information on the security of this online application, please contact APS Healthcare, Inc. at 304-343-9663.

While using the APS CareConnection® website, it is very important that you not use your browser's BACK button to navigate. Instead, you should rely only on the navigation links provided by the website.

II. The Login Process

Welcome to the APS CareConnection® - The West Virginia Department of Health and Human Resources Behavioral Healthcare Consumer Information System.

Please enter your User Id and Password below to log in APS CareConnection®.

Please Login

User Id: 

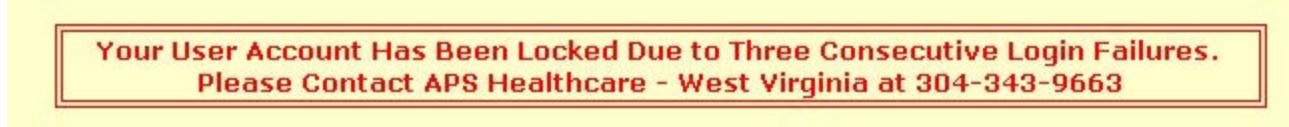
Password:

Forgot your password? [Click HERE](#)

Figure 2.1

1. Go to the APS CareConnection® website at <https://careconnectionwv.apshealthcare.com>
2. Enter your **User ID** and **Password**, then click **Login** button. Note that the User ID and Password are case sensitive.
3. If this is your first time logging onto APS CareConnection®, please use the temporary password issued to you by APS Healthcare. If you have not received a temporary password, please contact APS Healthcare at 304-343-9663. The initial password provided to you is a temporary password. The first time you visit APS CareConnection®, the system will tell you that your password has expired and will prompt you to change your password.
4. **NOTE:** User IDs and Passwords are assigned to individuals. Those individuals will be held responsible for any action taken by that user ID. For this reason, it is strongly encouraged that user IDs not be shared. To add additional web users to your agency, an APS Web User Request Form can be obtained by calling (304) 343-9663.

If you enter incorrect login information three times in a row, you will be locked out and you will see a message informing you of that fact (see figure 2.3). If this occurs, contact APS Healthcare at (304) 343-9663 during normal business hours to have your user account unlocked. It is recommended to use the ‘**Forgot your password? Click HERE**’ link prior to your third failed attempt to login.



Your User Account Has Been Locked Due to Three Consecutive Login Failures.
Please Contact APS Healthcare - West Virginia at 304-343-9663

Figure 2.3

Changing Your Password

To change your password, once you log into the system you will see these menu items.



Figure 2.4

If you hold your mouse over the arrow in front of “Options”, you will see the menu in figure 2.5. Click “Change Password”.



Figure 2.5

During the Change Password process, you are asked to type your old password, choose a new password, and confirm the new password by typing it again.



This is a screenshot of a 'Change Password' form. The title 'Change Password' is at the top in a red header. Below it is a descriptive text: 'You can change your user password below. After you change your password successfully, you will log on to the system using the new password.' There are three input fields: 'Old Password', 'New Password', and 'Confirm New Password', each with a corresponding text input box. At the bottom are two buttons: 'Submit' and 'Cancel'.

Figure 2.6

If your password is changed successfully then you will see a message box informing you of that fact, as seen in figure 2.7.



Figure 2.7

If your password did not change successfully then you will see a screen like this one, with a message explaining why the failure occurred. (In this case, the failure occurred because the new password was too short.)



The following field(s) are either missing or invalid:
- New Password should be at least 6 characters long

Change Password

You can change your user password below. After you change your password successfully, you will log on to the system using the new password.

Old Password:

New Password:

Confirm New Password:

Figure 2.8

Password Convention

- Users' passwords must contain at least one numeric digit (1, 2, 3, 4, 5, 6, 7, 8, 9, 0)
- The password cannot be less than six (6) characters or more than ten (10) characters in length.
- The user's actual login name cannot be contained within the password as a string. (e.g. if your login name is joeuser2, then your password cannot be joeuser2, joeuser2iam, iamjoeuser2, or imjoeuser23)
- Please do not use obvious names or dates as your password. Avoid birthdates, pet's name, street name, etc.

E x p i r i n g P a s s w o r d s

To enhance security, your APS CareConnection® login password is set to expire every forty-five days, whether you log onto the Web application or not. During the login process, you may see a message window advising that your password has expired. This message box gives you the option to change your password immediately, or you can click the Cancel button to exit Behavioral APS CareConnection®.

If your login has expired, you will see the message shown in figure 2.9.



Figure 2.9

Three days before your user password will expire, a message will appear when you log in, notifying you that the password will soon expire. By clicking "OK", you will be taken to the change password screen automatically.

For security reasons, when there has been no user activity for fifteen minutes or more, the log in session will be automatically closed (timed out) by the system. User activity is any activity that requires a connection with the APS database server. This includes saving data, searching the data files, or retrieving data to view. It does not include typing data into the web forms or the actual time spent reading/viewing data.

You Have Been Timed Out and/ or Not Currently Logged in. Please [LOGIN](#) Again

Figure 2.10

It is extremely important that data entered or modified are saved often, because any unsaved data will be lost if your session times out.

Figure 2.11

Additionally, if you have not logged on to your account for more than 45 days, your account will be locked due to inactivity. If a valid UserID and Password has been entered, the user will be directed to a security screen for entering data to validate the user's identity. Upon entering data which matches the information APS-WV has on file, the user will receive instructions by email for resetting their account.

III. The Data Entry Process

Searching:

After logging on, the first screen that will appear is the search screen. This screen will allow users to search for and view consumer records that have already been entered into the system by an authorized user associated with the provider/agency. **However, if a consumer has not yet been entered**, you must first search for the “Referral” generated by DHHR for the consumer. This can be accomplished by clicking on the “**SNS Referral Search**” link at the top-left of the screen. The resulting screen is illustrated below in Figure 3.1.

APS Healthcare

APS Care Connection™

SNS Referral Search | Search Request | New Request | Options | Help | Logout

Search for New Socially Necessary Services Referrals

Enter data for any field which you want to use to limit the information displayed. If a field is blank then it will not be used to restrict your search.

FACTS Client Number:

FACTS Referral/Case Number:

Consumer First Name:

Consumer Last Name: SAHOO

FACTS Control Number:

Search

Figure 3.1

You may search for the Consumer’s Referral by entering any individual search field or combination of fields to locate the desired Referral. You must enter at least one data field before clicking the “Search” button. Figure 3.2 below illustrates the resulting referral page after clicking “Search”. Note the “Create Request” button to the right of each detail line which is explained on the following page.

Socially Necessary Services Referrals (SEARCH RESULTS)								
FACTS Referral/Case Number	FACTS Client Number	FACTS Control Number	FACTS Provider Number	Consumer Name	Date of Birth	ASQ Service Code	Referral Submit Date	
10000000011	2000000011	22222222223	3000000011	Sahoo, Arun	12/12/1978	110106	12/27/2007	<button>Create Request</button>
1000000001	1000000002	22222222224	0030015400	Sahoo, ArunPM2 K	07/05/1971	110106	10/10/2007	<button>Create Request</button>
1000000001	1000000002	22222222225	0030015400	Sahoo, ArunPM2 K	07/05/1971	110351	10/10/2007	<button>Create Request</button>
1000000001	1000000002	22222222226	0030015400	Sahoo, ArunPM2 K	07/05/1971	110727	10/10/2007	<button>Create Request</button>
1000000001	1000000002	22222222227	0030015400	Sahoo, ArunPM2 K	07/05/1971	110728	10/10/2007	<button>Create Request</button>
1000000001	1000000002	22222222228	0030015400	Sahoo, ArunPM2 K	07/05/1971	120104	10/10/2007	<button>Create Request</button>
1000000001	1000000002	22222222229	0030015400	Sahoo, ArunPM2 K	07/05/1971	120105	10/10/2007	<button>Create Request</button>
1000000001	1000000002	222222222210	0030015400	Sahoo, ArunPM2 K	07/05/1971	120106	10/10/2007	<button>Create Request</button>
1000000001	1000000002	222222222211	0030015400	Sahoo, ArunPM2 K	07/05/1971	120125	10/10/2007	<button>Create Request</button>
1000000001	1000000002	222222222212	0030015400	Sahoo, ArunPM2 K	07/05/1971	120170	10/10/2007	<button>Create Request</button>

Result Page : 1 2 3 4 5 6 7 8 9 10 [Next Page](#) [Next 10](#) [Last Page](#)

Figure 3.2

Clicking “Create Request” (to the right of the displayed record) will direct you into a newly created record with some fields pre-filled. Continue filling in the appropriate information in the subsequent sections as prompted by the data field labels by simply typing in the relevant data (e.g. Names, Phone numbers, etc) or by clicking on the “arrow” contained in drop-boxes

where available, and selecting from the resulting list.

The screenshot shows a web-based application for APS Healthcare. At the top, there's a banner with the APS logo and the text "APS Care Connection™". Below the banner, a navigation bar includes links for "SNS Referral Search", "Search Request", "New Request", "Options", "Help", and "Logout". There are also "Save" and "Save & Go to Next Page" buttons.

The main area contains several sections of form fields:

- APS Record ID:** [Input Field]
- Status:** [Input Field]
- Current Page: 1**
- PROVIDER & CONSUMER DEMOGRAPHIC INFORMATION**

Consumer Name:	Consumer ID:	Family & Children's Tracking System (FACTS) Client ID:
[Input Field]	[Input Field]	[Input Field]
- Provider Information**

Provider Name	United Summit Center	Provider Id	0000000020
Request Created By	oldthomas_su	Create Date	12/27/2007 (mm/dd/yyyy)
Utilization Management Manager	[Input Field]	Phone ([Input Field] - [Input Field]
Staff Name	[Input Field]	Phone ([Input Field] - [Input Field]
- Consumer Information**

Consumer ID	[Input Field]			
FACTS Client Number	2000000011	FACTS Referral/Case Number	1000000011	
Request Date	[Input Field] (mm/dd/yyyy)	Case Status	[Input Field]	
First Name	ARUN	Middle Name	[Input Field]	
Date of Birth	12/12/1978	(mm/dd/yyyy)	Gender	[Input Field]
Current County of Residence	[Input Field]			
Child's Current Living Arrangement	[Input Field]			
DHHR County of Jurisdiction	Greenbrier			
Consumer Referral Source	[Input Field]			
Waiver Recipient	[Input Field]			
- Coverage Information**

Medicaid Coverage	Yes
Medical Card Number	40000000011
- Service Plan Summary**

Indicate the areas that best describe the problems addressed on the consumer's current service plan

Service Plan Summary One	[Input Field]
--------------------------	---------------

If you have already entered data for a consumer, you may access that information by searching for the existing record. Begin your consumer search by first selecting the correct data set by clicking on the appropriate radio button at the top of the screen. Figure 3.3 below depicts selecting the Social APS CareConnection® data set. (Note: If you or your agency provide Socially Necessary services **only**, you will only see “Social CareConnection” at the top of the screen and will not need to select it)

The screenshot shows a search interface with a red header bar containing links: Search Request, New Request, Options, Help, and Logout. Below the header is a dark red bar labeled "SEARCH". Underneath are three radio buttons: "APS CareConnection®" (selected), "Federal Reporting Data", and "Social CareConnection". A note below the radio buttons says: "Enter data for any field which you want to use to limit the information displayed. If a field is blank then it will not be used to restrict your search." There are eight search fields arranged in two columns. The left column contains: "APS Record ID" (text box), "Date Created: (mm/dd/yyyy)" (text box), "Consumer ID" (text box), "Consumer First Name" (text box), "FACTS Client ID" (text box), and "Authorization Number" (text box). The right column contains: "Status" (dropdown menu), "Last Updated: (mm/dd/yyyy)" (text box), "Consumer Last Name" (text box), "Consumer Middle Name" (text box), and "FACTS Case ID" (text box). At the bottom center is a "Search" button.

Figure 3.3

You may search for existing records in a variety of ways. If you want to display records for ALL of the consumers (clients) you have entered so far, simply click the “Search” button (depicted at the bottom of Figure 3.3) without entering any data into the search fields. The results of your search will be shown with up to ten records per page and may consist of multiple pages. However, if you want to find a specific consumer (client), you may fill in the “Consumer First Name” and “Consumer Last Name” and then click the “Search” button, displaying records for that consumer name only. An alternative to searching by name, is to search by “Consumer ID” (e.g. this data field was assigned/defined by you at the time you created this consumer’s original record, and must remain the same for the lifetime you provide services to this specific consumer). The “Consumer ID” search can be particularly meaningful for finding all client records for someone whose name may have changed due to marriage or adoption. Searching by “Consumer ID” would yield ALL records for the specific client regardless of their name (e.g. “Jane Smith” marries and is now “Jane Jones”. Searching by “Consumer ID” would display records showing both names, yet are records associated to the same physical person).

You may search for existing records by utilizing **any** of the search fields depicted in Figure 3.3. Figure 3.4 shows an example of a successful search.

SNS Referral Search										
APS Record Id	Provider Name	Staff Name	Status	Create Date	Update Date	Consumer Name	Consumer DOB	Action		
								Print	Copy	New
32763	United Summit Center	UM	SAVED	12/18/2007	12/27/2007	SAHOO, ARUNPM1 K	07/05/1971			
32764	United Summit Center	DIPANKAR SAMANTA	PROCESSED	12/18/2007	12/19/2007	Sahoo, ArunPM2 K	12/18/1988			
32767	United Summit Center	CAROLINE	SAVED	12/27/2007	01/03/2008	SAHOO, ARUN	12/12/1978			
32768	United Summit Center	STEPHANIE HARPER	PROCESSED	12/27/2007	12/28/2007	SAHOO, ARUN	12/12/1978			
32770	United Summit Center	CAROLINE	PROCESSED	12/27/2007	12/28/2007	SAHOO, TTWO K	07/05/1971			
32786	United Summit Center	CAROLINE	PROCESSED	01/08/2008	01/08/2008	SAHOO, ARUN44	12/12/1978			
32788	United Summit Center	ME	PROCESSED	01/08/2008	01/08/2008	SAHOO, ARUN44	12/12/1978			

Figure 3.4

Actions

From the “Search Results” screen, many functions can be performed.

Each row shown on the page reflects an individual record. Clicking the APS Record ID will open that record. If the record’s status is “SAVED”, the record will be opened for editing.

Clicking on any of the underlined column headers (e.g. Staff Name, Status, Create Date, Update Date, Consumer Name, Consumer DOB) will sort the list in ascending order based on the information in that column.

Please note the icons in the right-most column indicating the available actions you may take on a given record.

r	Action
	Print Copy New
8	
8	

The first is the **Print** icon (the small picture of a printer under the “Print” column). Clicking on this icon will take you to a printable version of the record. At the top of this record, you will see two buttons. Clicking the “Print this Report” button will automatically print the full report. Clicking the “<<Back” button will return you to the previous screen.

The second icon is **Copy for Update** represented by two overlapping rectangles. If you need to Re-submit a consumer record to request continuing services or to correct data, use the Copy-for-Update function. Clicking this icon will create a new APS CareConnection® record for the associated consumer, allowing the user to update relevant data. This pulls forward the client data that is least likely to have changed (demographic information, for example), and opens the same form that is used for new requests, except that more fields are already pre-filled.

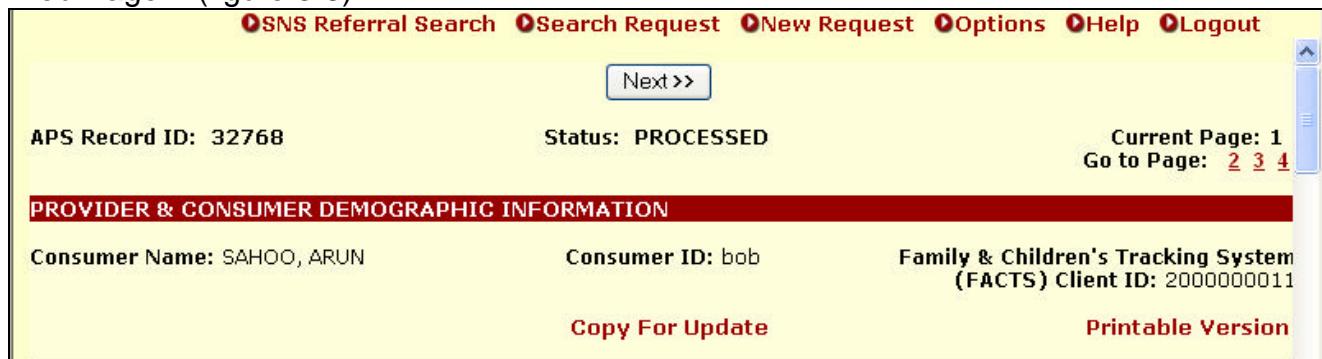
The third icon under the “New” column is indicating that there is a “New Service Referral” (or remaining Service Referral(s) which have not yet been submitted) for this existing consumer. Clicking this icon will create a new APS CareConnection® record for the associated consumer, allowing the user to submit an authorization request for the new referral. This function also pulls forward client data contained in the referral.

If you wish to review service related parameters (e.g. Service Start-Date, End-Date, Authorization Numbers, Care Manager Notes) for an individual consumer that has been submitted and processed, search for that consumer as previously described. Then, click on the “APS Record ID” (on the left side of the page as depicted in figure 3.5) which will display Page-1 of the APS CareConnection® record.

APS Record Id	Provider Name	Staff Name	Status	Create Date	Update Date	Consumer Name	Consumer DOB	Action
								Print Copy
32768	United Summit Center	STEPHANIE HARPER	PROCESSED	12/27/2007	12/28/2007	SAHOO, ARUN	12/12/1978	 

Figure 3.5

To view service parameters, advance to Page-2 by clicking the “Next>>” button at the top of Web Page-1 (figure 3.6).



The screenshot shows a web page with a header containing links for SNS Referral Search, Search Request, New Request, Options, Help, and Logout. Below the header, there is a “Next >>” button. The main content area displays the following information:

- APS Record ID:** 32768
- Status:** PROCESSED
- Current Page:** 1
- Go to Page:** 2 3 4
- PROVIDER & CONSUMER DEMOGRAPHIC INFORMATION**
- Consumer Name:** SAHOO, ARUN
- Consumer ID:** bob
- Family & Children's Tracking System (FACTS) Client ID:** 2000000011
- Copy For Update**
- Printable Version**

Figure 3.6

Figure 3.7 depicts the result of clicking the “Notes” icon (bottom-right of figure 3.7) displaying a message box containing instructions from the APS Care Manager. In this example, service code 120310 has been closed (not authorized). The APS Care Manager is identifying what needs to be corrected and to resubmit. This resubmission can be accomplished by closing the “Note” box (by clicking the “X” at the top-right of the box), then returning to Page-1 (by clicking the “1” under “Current Page: 2”) and then clicking the “Copy for Update” link depicted in figure 3.6. (This link is identical to the “Copy for Update” Icon previously described). You can then make the necessary correction(s) and resubmit the service request.



The screenshot shows a browser window with the URL <https://ssltestsites.apshealthcare.com>. The title bar says “Notes - Microsoft Internet Explorer”. The main content area is titled “EXTERNAL NOTES” and contains a message box with the following text:

This service can be authorized only after Safety Services have been in effect for 30 days. Please resubmit with a start date of 8/7/05.

On the right side of the screen, there is a sidebar with “Current Page: 2” and “Go to Page: 1 3 4”. At the bottom of the sidebar, it says “n's Tracking System Client ID: 000”. The bottom of the screen shows the “Internet” status bar and a “Done” button.

Below the notes section, there is a table titled “Service History” with the following data:

Service Code	Start Date	End Date	Status	Auth Units	Auth Number	FACTS Provider ID	FACTS Control Number	Agency Transaction ID	View
120450	07/07/2005	08/20/2005	AUTH	120	5193525009	[REDACTED]	[REDACTED]	[REDACTED]	 
120100	07/07/2005	10/04/2005	AUTH	1300	5193525008	[REDACTED]	[REDACTED]	[REDACTED]	 
120310	07/07/2005		CLOSE			[REDACTED]	[REDACTED]	[REDACTED]	 

Figure 3.7

(Note: For comprehensive definitions of each data field, refer to the “APS CareConnection® for Socially Necessary Services Instructions and Definitions” manual, as it is the intent of this manual to offer instructional guidelines on navigating through each web page and providing helpful hints for any unique data elements)

All dates on the data entry site must be entered in the format mm/dd/yyyy. An error will occur if the full four-digit year is not entered. Additionally, for the convenience of the user, date fields will automatically insert the “/” character where appropriate, if you denote month and day in two digits (e.g. enter January as “01” and the “/” will appear).

Save
Your
Work!

Please note, if you have not “Saved” on the web site for more than 15 minutes, you will be automatically logged out for security reasons. If there is any question of how long it has been since you last “saved” any information, please try to Save again before you continue entering. When you attempt to save, if you are logged out (“kicked out” of the system), it will take you back to the login page. To avoid an accidental loss of any information you have entered, it is recommended that you save often, especially if you get a phone call, or switch to a different application to read e-mail or perform other job duties.

At the top and bottom of each of the web entry pages, you will see two buttons. The first will be labeled Save, and the second will be labeled Save/Go to Next Page>>, as in figure 3.8 below.



Figure 3.8

Periodically, you should click the save button, even if you are not finished with the current page, to ensure that the information that has already been keyed into the system will not be lost.

Upon reaching the bottom of the page, click Save/Go to Next Page>> to continue. If you have failed to fill out any required fields or made other errors, the system will not allow you to advance to the next page, and will highlight the fields in error with the appropriate error message(s) at the top of the page. Correct these fields, then again click Save/Go to Next Page>>. When all data fields are correct, the web application will advance you to Page 2.

The second page of the web entry is the “Service Details” page as illustrated in figure 3.9. This is where you will request the services that you want authorized.

Address: https://ssitestes.apshcare.com/lw_sns_test/mainFrame.asp

APS Care Connection™

OSNS Referral Search **Search Request** **New Request** **Options** **Help** **Logout**

APS Record ID: 32767 Status: SAVED Current Page: 2
Go to Page: 1 2 3 4

Service Details

Consumer Name: SAHOO, ARUN Consumer ID: T1 Family & Children's Tracking System (FACTS) Client ID: 2000000011

Service Details - Data Entry

ASO Service Code	<input type="text"/>
Start Date	12/28/2007
Agency Transaction ID	<input type="text"/>

Save Service **Clear**

Service Details - Summary View

ASO Service Code	Start Date	End Date	Status	Auth Units	Auth Number	FACTS Provider Number	FACTS Control Number	Agency Transaction ID	Edit	Delete
110100	12/28/2007		NEW			3000000011	22222222258			
110110	12/27/2007		NEW			3000000011	22222222260			

Service(s) Requested require Registration Level Data, which has been completed.
You may submit from this Page.

Save **Save & Go to Next Page >>** **Submit**

Figure 3.9

In this section, specify the desired service(s) and relevant service parameters in the appropriate fields. Following are definitions of the fields you will enter.

Service Code ASO Service code (click the drop-box arrow for list)

Start Date the date you will begin the service (ex. 01/18/2008)

Agency Transaction ID a number you assign to track this request (**optional** – can be blank)

After entering the data fields, click the “Save Service” button. Upon clicking “Save Service”, the service detail line will appear in a table below the entry form and, simultaneously, the middle section where you entered the data will be cleared. More than one service can be requested at the same time - if the referral specifies multiple services - simply enter the data, and click “Save Service” until all desired services are in the “Service Details - Summary View”, as depicted in the bottom section of figure 3.9. Note that the data fields “FACTS Provider Number” and “FACTS Control Number” are automatically populated by the computer system upon clicking “Save Service”.

Clicking the arrow within the Service Code drop-box will display one or multiple services which you/your agency are authorized to provide. The service(s) you select will dictate the number of web pages required to be completed (e.g. the more intensive the service, the more data required). This will be explicitly displayed (highlighted in red on your PC web page) in the bottom section of the web page, as illustrated in figure 3.9. Following are examples of the possible messages (figures 3.10, 3.11 and 3.12):

**Service(s) Requested require Registration Level Data, which has been completed.
You may submit from this Page.**

Figure 3.10

**Service(s) Requested require Tier 2 Level Data.
You must complete Page 3, and may submit from that Page.**

Figure 3.11

**Service(s) Requested require Tier 3 Level Data.
You must complete through Page 4, and may submit from that Page.**

Figure 3.12

If you want to delete any records from the Service Details table, clicking the associated icon in the “delete” column will allow you to delete a Service Detail record. To change any information in one of the request records, click the associated “pencil” icon under the “Edit” column header which will display the data in the data entry section, correct the data and, once again, click “Save Service”. These icons are depicted in Figure 3.9 in the bottom right section.

Once all of the desired services are in the table exactly as you want them, click “Submit” or Save/Go to Next Page>>, as instructed in the message.

The third page of the APS CareConnection® for Socially Necessary Services provides data entry for additional consumer data categorized as **Tier 2 Information**. The first half of this page is illustrated in figure 3.13.

Save | Save & Go to Next Page >> | Submit

APS Record ID: 182 Status: New Current Page: 3
Go to Page: 1 2 4

Tier 2 Information

Consumer Name: Jane Doe Consumer ID: 111111111 Family & Children's Tracking System (FACTS) Client ID: 039888888888

Additional Education Information

Last Grade Completed

Number of Days Absent Due to Behavior in the past 90 Days

Legal/Guardianship Information

Is Child Protective Services or Youth Services involved with this case?

Consumer Legal Status

Guardianship Description

Is the youth at risk of losing his/her current living arrangement?

Permanency Plan Permanency Concurrent

Petitions Filed Court Ordered

Multi-Disciplinary Team Involvement

Multi-Disciplinary Team Date (mm/dd/yyyy)

Figure 3.13

Fill in these and subsequent sections on this web page by typing in the appropriate data and utilizing drop-boxes where available as before. Remember to reference the “APS CareConnection® for Socially Necessary Services Instructions and Definitions” manual for comprehensive definitions to each data field.

Notice the Page Navigation keys in the upper right hand corner of the screen illustrated above (Figure 3.13). “Current Page” indicates the page you are on. To transfer to another page, simply click the desired page number in the “Go to Page” list (e.g. clicking the “1” would take you directly to Page 1).

If the previous web page (web page 2 - Service Details) contained the message “You must complete through Page 3, and may submit from that page”, then the “Submit” button will exist at the bottom of this web page and you may click it upon completing this page. If, however, the message on page 2 stated to “complete through Page 4”, you will not see the “Submit” button at the bottom of this page and must click Save/Go to Next Page>> to advance to web Page 4.

The fourth and final page of the APS CareConnection® for Socially Necessary Services provides data entry for additional consumer data categorized as **Tier 3 Information**. This page is illustrated in figure 3.14.

APS Record ID: 182 Status: Saved Current Page: 4
Go to Page: [1](#) [2](#) [3](#)

Tier 3 Information

Consumer Name: Jane Doe Consumer ID: 111111111 Family & Children's Tracking System (FACTS) Client ID: 03988888888

Employment/Life Skills Information

Employment Status

Employment Hours

Phillip Roy

Symptom Acuity

For each symptom/behavior, enter the acuity exhibited within the last ninety (90) days

Hallucination Acuity

Delusions Acuity

Paranoia Acuity

Suicidal Acuity

Homicidal Acuity

Violent Acuity

Depression Acuity

Figure 3.14

Fill in these sections on this web page by typing in the appropriate data and utilizing drop-boxes where available as before. Remember to reference the “APS CareConnection® for Socially Necessary Services Instructions and Definitions” manual for comprehensive definitions to each data field.

Upon completing the fields on this page, click the “Submit” button at the bottom of this page to submit the APS CareConnection® for Socially Necessary Services and the associated service requests.

After Submission

After the records have been submitted, a disclaimer reminding you that the authorization of services does not guarantee that claims will be paid appears. This can be seen in Figure 3.15

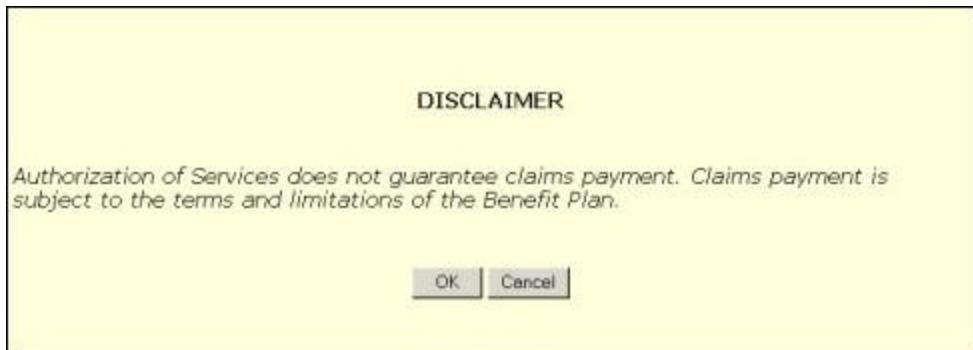


Figure 3.15

Once the user has agreed that the disclaimer has been read by clicking the "OK" button, a printable version of the record will be made available by clicking the link that reads "View Printable Version of Registration." Clicking OK will allow the user to continue on.

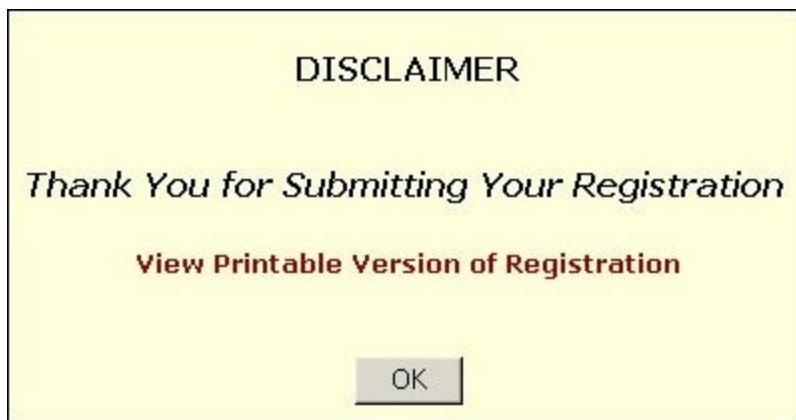


Figure 3.16

IV. Downloading Data

There are two ways to download data from the APS CareConnection® Web Application. Both of these are accessed by holding your mouse cursor over the “Options” link in the upper right corner of the page, as shown in figure 4.1.

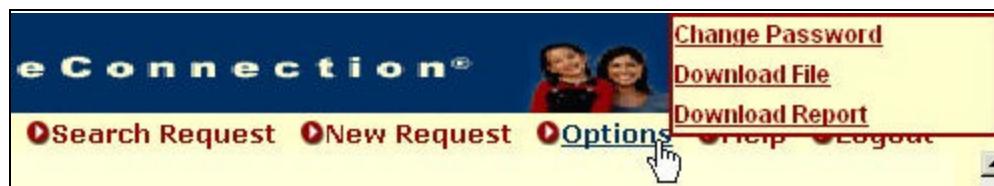


Figure 4.1

Downloading a Response File

To download a response file, click the “Download File” link. This will take you to the list of new files available to download. Clicking on the link will allow you to save the file to a local computer, or open the file directly.

A screenshot of a web page titled "Following file(s) are available for download". It shows a single file entry: "005 ZIP 030328 001.ZIP" with a checkbox to its left. To the right of the file name is a link "Go To Archive Folder". At the bottom of the page is a grey button labeled "Move to Archive Folder".

Figure 4.2

Once you have downloaded the file, you can click the checkbox to the left of any file(s) you wish to archive, then click the “Move to Archive Folder” button. This will help to serve as a reminder of which files have already been reviewed, as well as keeping the download file page a manageable size and easy to navigate.

Files can also be downloaded from the archive folder, if you should need to access an older file. You can get to the archive folder by clicking the link that reads “Go To Archive Folder.”

More detailed information on the contents of response files can be found in the “APS CareConnection® for Socially Necessary Services Response File” manual.

Downloading a Report

As an available feature, you have the option to download data to your PC or Server. When you click the “Download Report” link, you will be able to download reports on existing data for a span of up to one week.

This screenshot shows a web-based form titled "Please Enter The Date Range and Download Option". It includes two date input fields: "Start Date From: (mm/dd/yyyy)" and "Start Date To: (mm/dd/yyyy)". Below these is a dropdown menu labeled "Choose your download option". A "Download" button is located at the bottom right of the form area.

Figure 4.3

To download the report, enter a start and end date, and choose the download option. Available downloads are APS CareConnection® Data, PA Request Data, and Federal Reporting Data.

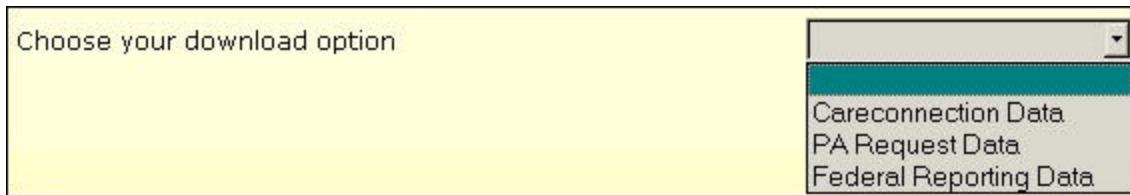


Figure 4.4

After the appropriate search dates and download options have been chosen, click the download button. You will then have the choice to open or save a .zip file containing all of the information created in the APS system between the two dates chosen. This .zip file will be password protected using the password you are currently using to open response files.

The files will be named according to the type of data you are downloading. The format of the file will be a pipe-delimited .txt file with the fields in the same order as seen on the data element definition .pdf files found on the APS website at <http://www.apshealthcare.com>.

V. Ending your session

When finished, log out by clicking the “Logout” button, as shown in Figure 5.1.



Figure 5.1